

Abstract

A method and apparatus are provided for obtaining audio information through the Internet by agents of an automatic call distributor situated at a plurality of remotely located terminals. The method includes the steps of transmitting a sign-on request from a first terminal of the plurality of remotely located terminals to a server of the automatic call distributor through the Internet notifying the server that an associated agent of the first terminal is ready for receiving calls, retrieving a universal resource locator of a web file server containing the audio information needed by the associated agent of the first terminal, said web file server being located on a second terminal of the plurality of remotely located terminals and downloading the audio information through the Internet from the web file server specified by the universal resource locator to the first terminal.